

# Guarantee conditions of the **CLASSEN** Group

<http://classen.de/en/service/legal-information/guarantee-conditions>

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Over and above the statutory warranty, the manufacturer grants a guarantee which covers abrasion damage for the duration stated on the front of the packaging insert as per the provisions below.

**In order to protect your guarantee and warranty claim entitlements, you must keep a copy of the laying instructions along with proof of purchase of your laminate flooring.**

## **Guarantee conditions**

For the purposes of this guarantee declaration, "abrasion" shall constitute the complete wearing through of the decor layer on a surface area of at least 1 cm<sup>2</sup>. Signs of wear which appear on the edge of boards are excluded from the guarantee.

Boards which already have visible defects prior to laying should not be laid. For this reason, you must carry out a thorough check for material defects before laying the flooring.

The minimum prerequisites for compliance are the observation of and adherence to all information in the laying instructions. The adequate elimination of dirt must be ensured. If no laying instructions are enclosed, the recognised rules of the trade shall apply instead.

The guarantee only covers abrasion damage to the laminate flooring boards if they are used in a living area in accordance with the normal exposure to be expected in a private residence. Boards with HDF substrate which are laid in damp and wet areas such as bathrooms, saunas, and so on are excluded from the guarantee unless they were expressly stated as suitable for such areas (e.g. special design flooring with a water-resistant PVC substrate).

Damage resulting from unusual exposures, mechanical stress, and lack of care/improper handling - including improper care - is not covered by the guarantee. The submission of simultaneous and subsequent receipts for appropriate care and cleaning products as recommended by the manufacturer - including glues if appropriate - is required in order to prove proper care.

All complaints must be made in writing and submitted to the specialist dealer along with the original invoice within 30 days of the occurrence of the defect. Before acknowledging the complaint, the manufacturer reserves the right to inspect it at the site or to arrange to have it inspected by a third party.

Claims must always be backed up by a description of the defect along with the production code (on the back of each board). No claims or guarantee processing can take place without this information.

## **Scope of cover**

In the case of a valid guarantee claim, the abraded places will be repaired free of

charge or the replacement material for the abraded part of the flooring will be provided via the specialist dealer in accordance with the choice of the manufacturer.

The guarantee excludes claims for costs such as those incurred for the dismantling and relaying of boards and the disposal of the old boards etc. This applies to compensation for damages and the reimbursement of expenses of any kind.

If the manufacturer is no longer able to supply a particular decor, an equivalent replacement from the current delivery range will be provided.

If a guarantee claim is honoured, the guarantee term is not extended. The rendering of a guarantee-related service does not cause a new guarantee period to start.